**CHAPTER 3**

**LISTENING**

**Part 1: Short-Answer Questions**

1. \_\_\_\_Hearing\_\_\_\_\_\_\_\_\_\_\_ refers to the vibration of sound waves on the ear drums and the sending of messages to the central auditory system of the brain; \_\_\_\_\_\_\_Listening\_\_\_\_\_\_\_\_ refers to paying close attention to and making sense of those sounds.

2. People spend more time \_\_\_\_listening\_\_\_\_\_\_\_\_\_\_\_ than in any other communication activity.

3. According to your textbook, when you listen primarily for pleasure or enjoyment, you are engaged in \_\_\_\_appreciative\_\_\_\_\_\_\_\_\_\_\_ listening.

4. According to your textbook, when you listen for enjoyment to friend’s stories about her trip to Russia, you are engaged in \_\_\_\_appreciative\_\_\_\_\_\_\_\_\_\_\_ listening.

5. According to your textbook, when you listen to provide emotional support for the speaker, you are engaged in \_\_\_\_empathic\_\_\_\_\_\_\_\_\_\_\_ listening.

6. When Elizabeth listened to provide support for her friend whose mother was seriously ill, she was engaged in \_\_\_\_\_empathic\_\_\_\_\_\_\_\_\_\_ listening.

7. According to your textbook, when you listen primarily to understand the message of a speaker — for example, taking notes in a classroom lecture — you are engaged in \_\_\_\_\_comprehensive\_\_\_\_\_\_\_\_\_\_ listening.

8. According to your textbook, when you listen to an informative speech to understand the speaker’s ideas, you are engaged in \_\_\_\_\_comprehensive\_\_\_\_\_\_\_\_\_\_ listening.

9. While the governor spoke about the need to regulate e-cigarettes, Max listened carefully and evaluated the governor’s evidence. Max was engaged in \_\_\_\_\_critical\_\_\_\_\_\_\_\_\_\_ listening.

10. According to your textbook, listening to evaluate a message for purposes of accepting it or rejecting it is known as \_\_\_\_\_critical\_\_\_\_\_\_\_\_\_\_ listening.

11. According to your textbook, when you evaluate the evidence in a persuasive speech, you are engaged in \_\_\_\_\_critical\_\_\_\_\_\_\_\_\_\_ listening.

12. List the four causes of poor listening discussed in your textbook.

a. \_\_\_\_\_Not concentrating\_\_\_\_\_\_\_\_\_\_

b. \_\_\_\_\_\_Listening too hard\_\_\_\_\_\_\_\_\_

c. \_\_\_\_\_\_Jumping to conclusions\_\_\_\_\_\_\_\_\_

d. \_\_\_\_\_\_Focusing on delivery and personal appearance\_\_\_\_\_\_\_\_\_

13. Your textbook gives seven suggestions for becoming a better listener. List five of them.

a. Take listening seriously

b. Resist distractions

c. Don’t be diverted by appearance or delivery

d. Suspend judgment

e. Focus your listening

14. When focusing your listening, you should listen for \_\_\_\_\_main points\_\_\_\_\_\_\_\_\_\_ , \_\_\_\_evidence\_\_\_\_\_\_\_\_\_\_\_ , and \_\_\_\_\_technique\_\_\_\_\_\_\_\_\_\_ .

15. List three of the questions a careful listener should ask about a speaker’s evidence. a. Is it accurate?

b. Is it relevant to the speaker’s claims?

c. Is it sufficient to support the speaker’s point?

**Part 2: TRUE or FALSE**

1. Hearing and listening are essentially the same. \_F\_\_\_

2. People need effective listening skills in almost all occupations. \_F\_\_\_

3. Research indicates that even when we listen carefully, we understand and retain only about half of what we hear. \_\_T\_\_

4. People spend more time listening than in any other communicative activity. \_T\_\_\_

5. You can improve your own speeches by listening carefully to the speeches of other people. \_T\_\_\_

6. One of the major obstacles to listening effectively is that the brain can process many more words than can be spoken in a minute. \_T\_\_\_

7. According to your textbook, a skilled therapist listening to a patient is an example of appreciative listening. \_\_F\_\_

8. Appreciative listening is closely tied to critical thinking. \_F\_\_\_

9. Listening is a passive process, while critical thinking is an active process. \_\_T\_\_

10. Listening to provide emotional support for someone is called empathic listening. \_\_T\_\_

11. According to your textbook, listening to understand a classroom lecture is an example of appreciative listening. \_F\_\_\_

12. According to your textbook, listening to understand a classroom lecture is an example of comprehensive listening. T

13. When you listen to someone give a sales presentation, and you need to decide whether you will buy the item, you are engaged in comprehensive listening. \_\_F\_\_

14. Listening to evaluate a message for purposes of accepting or rejecting it is known as critical listening. \_\_T\_\_

15. Critical listening involves listening to evaluate a message for purposes of accepting it or rejecting it. \_\_T\_\_

16. Concentrating on details is an excellent way to become a better listener. F

17. It is impossible to listen too hard. \_\_F\_\_

18. As your textbook explains, focusing on a speaker’s delivery and personal appearance is an excellent way to strengthen your listening skills. \_\_F\_\_

19. Critical listening involves engaging in a mental argument with everything a speaker says. F

20. When you listen to the campaign speech of a political candidate for the purpose of accepting or rejecting the speaker’s message, you are engaged in critical listening. \_\_T\_\_

21. When you listen to the campaign speech of a political candidate for the purpose of accepting or rejecting the speaker’s message, you are engaged in empathic listening. \_\_F\_\_

22. One of the major barriers to effective communication is that the brain can process words much faster than a speaker can talk. \_\_T\_\_

23. The aim of active listening is to set aside one’s own frame of reference and, as far as possible, to listen from within the speaker’s frame of reference. \_\_T\_\_

24. Active listening means focusing on the speaker’s appearance and delivery rather than on her or his message. \_\_F\_\_

25. Active listeners give their undivided attention to the speaker in a genuine effort to understand her or his point of view. \_\_T\_\_

26. Usually it is easy to block out physical and mental distractions when listening to a speaker. \_\_F\_\_

27. When you listen to a speech, it is usually a good idea to try to remember everything the speaker says. F

28. Jumping to conclusions can be a barrier to effective listening even when a speaker and a listener know each other very well. T

29. According to your textbook, reviewing mentally what a speaker has said is a good way to avoid becoming distracted in a speech. T

30. Suspending judgment means that you need to accept uncritically whatever a speaker says. T

30. If you disagree with a speaker, you have nothing to gain by listening carefully. F

31. According to your textbook, when focusing your listening, you should concentrate on a speaker’s main points, evidence, and technique. T

33. Note taking is usually a barrier to effective listening. F

34. Taking notes on a speaker’s key points and supporting material will help improve your listening ability and retention. T

**Part 3: Essay Questions**

1. What is the difference between hearing and listening?

2. Why are your own listening skills important to you as a public speaker?

3. Identify and briefly explain each of the four types of listening discussed in your textbook.

4. What is meant by “spare brain time”? Explain how it affects the listening process.

5. Identify and explain the four causes of poor listening discussed in your text.

6. What is meant by “listening too hard”? How does it affect the listening process?

7. Imagine that you are listening to a persuasive speech about prescription drug shortages. Explain how a key-word outline method of note taking might enhance your listening and recall of the speech.

8. Identify and explain five of the methods discussed in your textbook for becoming a better listener.